

CITY OF MILWAUKEE TOW LOT FREQUENTLY ASKED QUESTIONS

What are the Tow Lot hours?

The Tow Lot is open Monday through Friday from 7:00 a.m. to 6:00 p.m., and Saturday and Sunday from 7:30 a.m. to 12:00 noon. Phone service is available Monday through Friday from 7:00 a.m. to 5:00 p.m., and Saturday and Sunday from 7:30 a.m. to 12:00 noon. The Tow Lot is closed on holidays with no phone service those days.

How much does it cost to retrieve my vehicle?

It will cost \$105 to reclaim your vehicle, plus a storage fee of \$20 per day for outdoor parking, \$30 per day for indoor parking. If your vehicle was towed by a flatbed truck, the reclamation fee is \$125 (not \$105). In addition, if you are an uninsured driver, add \$25 for City staff to drive your vehicle off the Tow Lot.

Do I have to pay the towing and storage fees before I can pick up my vehicle?

Yes. Accumulated towing and storage fees must be paid before a vehicle can be retrieved.

Can I pay my parking ticket(s)?

Yes.

Can I buy a Night Parking Permit at the Tow Lot?

Yes.

What types of payments are accepted?

Cash, money orders or cashier checks made out for the exact amount, Mastercard or Visa.

Other than paying the towing and storage fees, what else do I need to retrieve my vehicle?

Proper identification and proof of valid vehicle liability insurance.

What is proper identification?

A valid state-issued driver's license or identification card, military ID, or a passport. A driver's license is required for the release of any vehicle. If the customer does not bring a driver's license, then s/he must be accompanied by a person that does.

Can I have someone else pick up my vehicle for me?

Yes. That person must have a properly notarized letter from the registered owner stating the Vehicle Identification Number (VIN) and the name of the person to whom the vehicle is being released. The person retrieving the vehicle must show a valid driver's license.

How long do I have to retrieve my vehicle?

Vehicles may be crushed after 15 days from the date of the tow.

Can I remove personal items from my vehicle?

Yes. However, if you remove personal items without making payment arrangements, your vehicle may be immediately sold or recycled.

How many people may go to a vehicle?

One person per day. This may be the vehicle owner or a person authorized by the owner.

What if my vehicle is inoperable?

The owner must arrange for a private tow to have the vehicle towed off the lot.

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What if I need a private tow?

The owner must formally release the vehicle to a specific tow company by notifying the cashier and signing the appropriate paper work.

Are there requirements for a private tow contractor?

Private tow contractors must be properly licensed, insured, and have safe, applicable equipment.

Can I perform work on the Tow Lot?

No mechanical work of any kind is allowed on the Tow Lot.

What if I need a locksmith?

The locksmith must use a vehicle with their business name clearly displayed and possess a valid driver's license.

What if I don't want my vehicle?

The title may be signed over to the City of Milwaukee. You must pay the towing and storage fees up to the date of the title turn-in or you will be invoiced \$295. A title turn-in does NOT waive any tickets or citations against the plates or liens on the vehicle.

What will happen if I abandon my vehicle?

You are responsible for any towing and storage fees.

What if my vehicle is in evidence?

Information regarding an evidence vehicle will not be disclosed. Please contact the Milwaukee Police Department at (414) 935-7360 to obtain all information. If a vehicle is in evidence, it may not be viewed, photographed, or have its contents disturbed.

What if my vehicle needs a jump-start?

We will be happy to attempt to jump-start your vehicle. If it is unsuccessful, the vehicle must be privately towed from the premises.

What if the vehicle's owner is deceased?

A vehicle may only be released to a titled owner or authorized agent, lien holder, or by court madate.

What if my vehicle was towed as unregistered?

The vehicle must be registered before it is released. The Tow Lot provides registration services and can issue new plates when appropriate. Specialty and temporary plates are not available.

What about signed over titles?

You must title the vehicle in your name prior to release. The Tow Lot can provide this service in most instances.

How does my insurance company pick up my vehicle?

The vehicle owner must release the vehicle to an insurance company by a properly notarized letter or by signing a release form at the Tow Lot.

If my vehicle is towed as an unsafe vehicle, can I get it out?

Yes. A private tow is required.

If there is damage to my vehicle, how do I file a complaint?

To file a complaint:

- Notify a Tow Lot customer service representative and fill out a complaint form.
- Take the completed complaint form to the walk-in center located at:
951 N. James Lovell St., Room 205

OR

- Send a letter directly to:
Office of the City Clerk
200 E. Wells St., Room 205, Milwaukee, WI 53202

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